



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Gallatin River Communications L.L.C.**  
**d/b/a CenturyLink GRC**  
**for quarter ending December 31, 2006**

<b>Performance Data</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Quarterly Average</b>
<b>A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]</b>	5.80	4.80	5.60	5.40
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	4.12	4.66	3.83	4.20
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	13.00	16.00	15.00	14.67
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	35.00	31.00	39.00	35.00
<b>E. Percent of Service Installations [730.540(a)]</b>	99.22%	98.06%	98.11%	98.46%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	99.81%	100.00%	97.26%	99.02%
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	1.39	1.29	1.47	1.38
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	8.19%	7.78%	9.31%	8.43%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	4.21%	2.60%	2.74%	3.18%
<b>J. Missed Repair Appointments [730.545(h)]</b>	0	0	0	0
<b>K. Missed Installation Appointments [730.540(d)]</b>	1	0	0	0

**Comments**

A total of 13 Out of Service 24 Hour tickets were excluded due to a winter storm and impassable roads - 12 inches; blowing and drifting



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